UI Bulletin #180b

Subject: Information on Obtaining Techline Calibrations for Law Enforcement and Government Vehicles to Disable or Enable Content

Model Years Affected: 2019- Current

Models Affected: GM Passenger Cars and Light Duty Trucks

Origination Date: June 10, 2021

Revision Date: October 8, 2021

ADVISORY:

Notice: GM Dealers refer to the latest version of Service Information #21-NA-135

Condition/Concern:

The purpose of this bulletin is to inform upfitters and dealership personnel about Law Enforcement and Government vehicles that request to disable or enable content. In some cases, it is not possible to disable/enable a feature. Contact the Techline Customer Support Center (TCSC) to see if disabling/enabling the desired feature is possible for the specific vehicle. The agency/requestor should be reminded that any disabled features should be made fully operational PRIOR to sale of the vehicle.

Repair/Recommendation:

Follow this process to obtain the calibration to make the above vehicle modifications. In General Motors continuous effort to provide customer support, the following process is in effect for those select governmental agencies that require and qualify for enabling/disabling certain features. Techline will provide the appropriate software change and instruct the technician how to complete the reconfiguration.

Note: This is a customer pay repair.

Procedure:

In Canada, disabling DRL is prohibited by Transport Canada.

Disclaimer: GM Upfitter Integration Technical Bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service and/or modification of a vehicle. These properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. Contact GM Upfitter Integration for information on whether the information is applicable your vehicle.

1. **ONLY** the following governmental agencies qualify for this disable/enable calibration request:
    - City / State / Provincial Government
    - Police / Sheriff Departments
    - FBI
    - CIA
    - DEA
    - RCMP
    - Emergency Vehicles – if government owned
2. All requests are to be made through the Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French.
3. The dealership will be required to obtain a letter on official agency letterhead requesting the disable/enable. The letter should include the following:
    - Acknowledgement that the agency owns the vehicle
    - The reason for the disable/enable
    - Which features are to be disabled/enabled?
    - Specific VIN(s) of the vehicle(s) that features will be disabled/enabled
    - The following statement: “The [insert feature(s) which has/have been requested for disable/enable] system will be made fully operational prior to sale of the vehicle(s) listed above.”
4. The letter must be kept in the service history file at the dealership, and a copy sent to TCSC before the disable/enable procedures/calibrations will be released. In most cases, the vehicle(s) will require a software change, using a VCI number provided by the TCSC.

   This is a list of some of the calibrations that are available: 6N5, BCV, BCN, 9G8, UTQ, 6J7, 5J1, 5J3, 7Y6, UTJ, SK0 (out of park), SK3, SK4, SK5,

   Engine time out disable (some models) (SK4)

   DRL disable

   and others not listed here.

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